

# Press Release

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## **ARPC expands operations hours for drilling Reservists**

By Tech. Sgt. Rob Mims  
HQ Air Reserve Personnel Center Public Affairs

**DENVER** – Beginning March 3, Air Reserve Component members will be able to speak to an Air Reserve Personnel Center customer service representative the first weekend of each month from 7:30 a.m. to 3:30 p.m. Mountain Standard Time.

“ARPC will now be manned Saturdays and Sundays to help better serve all ARC Airmen,” said Col. Ann Shippy, ARPC commander. “This is another step in our Personnel Service Delivery transformation toward improving customer service for all of our Reserve Force.”

This enhanced customer service step gives drilling Reservists the flexibility and opportunity to speak with a customer service representative to help resolve personnel issues during their primary Unit Training Assembly (UTA), which typically occurs the first weekend of every month..

“Some people don’t have time during the week to take care of personnel issues,” said Staff Sgt. Carrie Doolen, who volunteered to work the first weekend. “That is why we will come in on the weekends to help them out.”

Reservists who still aren’t able to call ARPC are encouraged to log on to the virtual Personnel Center Guard and Reserve, a 24/7 customer service Web portal operated by ARPC at <http://arpc.afrc.af.mil/support/default.asp>. If no account is established, the Airman will have to answer a few questions to receive a user name and password.

ARPC and the Air Force Personnel Center, Randolph Air Force Base, Tex. are currently working hard to centralize and automate many personnel functions and processes throughout the entire Air Force.

Although changes are sometimes difficult, ARPC and AFPC leadership is personally committed and determined to give manpower-personnelists the right tools, and training before restructuring personnel services delivery.

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For more information, contact the Air Reserve Personnel Center Public Affairs office at 303-676-6515 or DSN 926-6515.

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